

## HUB REVIEW FINDINGS - SAN JOSE INTERNATIONAL AIRPORT

### Date of Hub Review:

October 16, 2006

### Participants:

Carolyn Clevenger, Metropolitan Transportation Commission (MTC); Adam Burger, Santa Clara Valley Transportation Authority (VTA); Bob Lockhart, San Jose Airport; Tom Esch, San Jose Airport; Carol Levine, Wilbur Smith Associates; Harley Goldstrom, Harley & Associates.

### Existing Hub Conditions:

The San Jose Airport currently has two Terminals; A/International and C. A transit center exists at each terminal. Both of these transit centers are temporary because the Airport is beginning construction of a new Terminal B. With the completion of Terminal B, a new transit center will be constructed. In the interim, the Airport has installed an excellent wayfinding sign program that guides passengers from air terminal exit gates to the existing ground transportation transit centers and from airport entries to air terminal departure gates (photos #1-11). The wayfinding sign program is consistent, easy to use and includes an information booth, real-time signs (albeit airplane schedules) and information about ground transportation options and transit connections. The wayfinding program at San Jose Airport is a good example of what could be installed at other regional transit hubs.

## CORRECTIVE ACTION

### WAYFINDING:

- No corrective actions recommended

### CUSTOMER INFORMATION:

#### Regional Transit Information (RTIC)

Currently there is no RTIC at the Airport. 511.org information should be provided to Airport staff so that it can be available to customers at the existing information booths.

- On a temporary basis during construction of new ground transportation areas at the airport terminals, 511.org regional transit information displays could be installed;
- Once construction is completed at the terminal ground transportation centers, permanent RTIC displays should include:
  1. The regional 511.org transit map; and
  2. Subregional or system map for local operators.

#### Local Transit Information

Local transit information (Caltrain, VTA) is available at the information booths, one at each terminal. Printed materials are available for times when there is no attendant at the booth (photos #16-17).

- No corrective actions recommended

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### REAL-TIME SIGNAGE:

#### Existing Real-Time Signage

Currently there is no real-time information for transit at the airport.

#### Future Real-Time Signage Installations

The airport's real-time airline departure and arrival tracking system provides an excellent example of what could be done in the future for real-time transit information (Photos #18-19).

- MTC has a tremendous opportunity to test real-time and 511.org information. There is an unused TV monitor adjacent to the information and transit center at Terminal C (Photo #20). This terminal was installed by the Airport, but is not currently being used. According to airport staff, this monitor could be used to display various types of transit information.
- MTC staff should work with Airport staff develop and test 511.org regional transit information.

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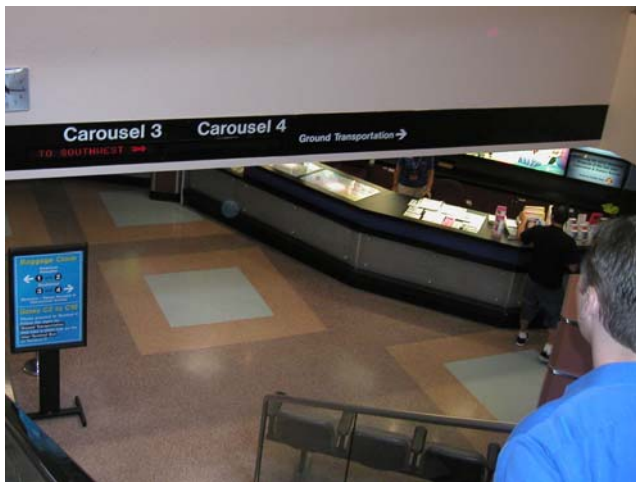
STATION PHOTOGRAPHS



1. Terminal A: Wayfinding from secure area.



2. Terminal A: Signage to baggage claim and ground transportation.



3. Terminal A: Approaching baggage claim.



4. Terminal A: Signage leaving baggage claim.



5. Terminal A: Signage leaving baggage claim.



6. Terminal A: Covered walkway to transit.



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7. Terminal A: Covered walkway to transit.



8. Terminal A: Signage at transit facility.



9. Terminal C: Directional signs at exit.



10. Terminal C: Signage outside terminal.



11. Terminal C: Directional signs at bus/shuttle facility.



12. VTA bus stop at Terminal C.

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13. Bus stop at Terminal A.



14. VTA information at bus shelter.



15. Shuttle stops at Terminal A.



16. Information desk at Terminal A.



17. Information desk at Terminal C.



18. Real-time signage at Terminal A.



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19. Real-time signage at Terminal C.



20. Unused monitor for  
real-time potential testing at Terminal C.

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Hub Review Checklist Summary			
			WAYFINDING
Yes	No	N/A	
			<b>Identification of station or transit operator</b>
4	0		<b>1.</b> The hub is clearly identified, visible from surrounding roadways by vehicular and pedestrian traffic. <ul style="list-style-type: none"> <li>The location of the ground transportation center is clearly identified in both Terminal A and Terminal C.</li> </ul>
4	0		<b>2.</b> Entrances into the hub are clearly identified, visible from approaches by vehicular and pedestrian traffic. <ul style="list-style-type: none"> <li>Signs are clear, consistent and well placed.</li> </ul>
0	4		<b>3.</b> Transit operators serving the hub are clearly identified at the entrances with their logo and name. <ul style="list-style-type: none"> <li>May not be necessary because there are no VTA logos. VTA logos are only at bus stops.</li> </ul>
3	0		<b>4.</b> Station identification reinforces information on printed maps and schedules.
2	2		<b>5.</b> Station name is identified on the entrance sign along with agency logo. <ul style="list-style-type: none"> <li>Airport logo will be included and enhanced with future construction.</li> </ul>
			<b>Moving around or entering or exiting the station</b>
Yes	No	N/A	
0	4		<b>6.</b> Agency logos are included with names on directional signs within the facility.
1	4		<b>7.</b> Turnstile level street exit directional signs also include connection agency names and logs.
4	0		<b>8.</b> Vital connections information is grouped together on signs. <ul style="list-style-type: none"> <li>Yes, information center displays schedules and transit information.</li> </ul>
4	0		<b>9.</b> Connection directions are provided at each decision point and there are no gaps in the connection directional information flow.
2	2		<b>10.</b> Exiting directional signs list a hierarchy of the popular destinations and connecting services to reach these destinations. <ul style="list-style-type: none"> <li>Good use of symbols and text, colors and arrows.</li> <li>There were no VTA maps at bus stops</li> </ul>
3	1		<b>11.</b> Where connecting transit service is not within the station, clear directional signage (including walking distance) is provided to these services. All sign placement complies with 2004 ADAAG guidelines. <ul style="list-style-type: none"> <li>Walking distances are not displayed.</li> </ul>

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1	2		<p>12. In stations with multiple track/gate or train/ferry service, confirmation of agency, destination, and real-time departure is associated with those services.</p> <ul style="list-style-type: none"> <li>Currently only static signs regarding ground transportation; no real-time transit signage.</li> </ul>
3	2		<p>13. Clear sightlines are maintained to signs and all sign placement complies with 2004 ADAAG guidelines.</p> <ul style="list-style-type: none"> <li>Signs are simple and not cluttered. Bus canopy obscures some signs.</li> </ul>
3	0		<p>14. Exiting connection information is color-coded to emphasize and make it easier to find directions and connections.</p> <ul style="list-style-type: none"> <li>Excellent consistency of color and font.</li> </ul>
4	0		<p>15. Signs are legible with adequate message size appropriate for viewing distance, proper contrast ratios, and illumination levels.</p>
4	0		<p>16. Arrows are of consistent design and are bold in visual balance with text and are closely associated with their messages.</p> <ul style="list-style-type: none"> <li>Review future sign guidelines. Current arrows and directions are very clear.</li> </ul>
			<b>Identification of where to board or wait for transit</b>
Yes	No	N/A	
4	0		<p>17. Transit boarding platforms are clearly and boldly identified.</p> <ul style="list-style-type: none"> <li>Existing platforms are temporary.</li> </ul>
2	0	2	<p>18. Where a particular transit route utilizes different boarding points for opposite directions of travel, directional signage is provided to the different boarding point including platform route number, name, and route terminus (a place name).</p>
0	1	2	<p>19. At commuter rail, ferry terminals or bus stations, the boarding area identification number is large and bold with service agency, destination, number, and "real-time" departure is provided.</p>
2	1		<p>20. Schedule frequency and last departure information are provided at transit boarding platforms and are consistent with 2004 ADAAG guidelines.</p>
3	2		<p>21. Bus stop signs have agency logos large and bold.</p> <ul style="list-style-type: none"> <li>Not clear - could be improved.</li> </ul>
1	0	1	<p>22. Bus stop signs have accessibility and parking restrictions as auxiliary signs below the basic bus stop signs.</p>
4	0		<p>23. Bus route identification on bus stop signs comply with 2004 ADAAG Guidelines - minimum 2" route number character height.</p>
4	0		<p>24. Bus stop sign faces are visible from each approach direction.</p>
2	2		<p>25. Bus shelters have associated bus stop signs which are consistent with the design guidelines described in this checklist.</p> <ul style="list-style-type: none"> <li>Current bus shelters are temporary.</li> </ul>



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			CUSTOMER INFORMATION
Yes	No	N/A	
			<b>Regional Transit Information (RTIC)</b>
1	3		<b>26.</b> Transit information in Regional Transit Information Display Cases is accurate and easy to read. <ul style="list-style-type: none"> <li>No RTICs at the airport. There is good San Jose and southbay information.</li> </ul>
0	4		<b>27.</b> Transit operator and route maps for the nine-county San Francisco Bay Area are posted in the Regional Transit Information Display Cases. <ul style="list-style-type: none"> <li>No, mostly VTA rail and bus information is displayed.</li> </ul>
			<b>Local Transit Information</b>
1	3		<b>28.</b> Hub specific information is provided in a case adjacent to the Regional Transit Information Display Case and at other critical locations at the hub. <ul style="list-style-type: none"> <li>Airport specific information is clearly displayed.</li> </ul>
2	2		<b>29.</b> Hub layout maps are provided in the hub information display case.
2	1		<b>30.</b> Map of hub vicinity with landmarks and attractions is posted in the hub information case. <ul style="list-style-type: none"> <li>Map posted at information booth.</li> </ul>
2	1		<b>31.</b> Posted transit information (i.e. maps, schedules) is well maintained, accurate and easy to find. <ul style="list-style-type: none"> <li>Yes, posted at the information booth.</li> </ul>
2	1		<b>32.</b> Schedules, fare, transfer information and hub layout maps are located near bus stops and loading platforms. <ul style="list-style-type: none"> <li>There are some, but minimal. Maps could be improved.</li> </ul>
1	1	1	<b>33.</b> Printed schedules and maps distributed at the hub contain accurate information and are consistent with the information provided in the Regional Transit Information Display Cases.

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			Real-Time Signage
Yes	No	N/A	
			Existing Real-Time Signage
1	2		34. Real-time signage is provided at the hub.
			35. Location of signs (indicate on station diagram). <ul style="list-style-type: none"> <li>Signs display airline schedules, but not transit information.</li> </ul>
			36. Description and photo of signage types.
			37. Identification of transit services included on real-time signage (Include operator and mode).
			Future Real-Time Signage Installations
			38. Describe location(s) for future real-time signage locations (indicate on station diagram). Refer to Appendix A Real-Time Technology Guidelines page A-24 <ul style="list-style-type: none"> <li>Terminal C - There is an existing TV monitor that is not currently being used by the Airport. Staff said that it could be used to test real-time transit information. Consider using this on a temporary basis to test 511.org information.</li> </ul>
			39. Describe transit services that would be included in real-time signage displays. Refer to Appendix A pages A-24-26. <ul style="list-style-type: none"> <li>A 511.org RTIC would be ideal at the Airport Baggage Claim areas in Terminals A and C. It could display regional transit options, VTA and airport bus information.</li> </ul>